

Incident Report

As of 8/8/2011

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Commerce	79	79
	53	53
Customer Company Total	79 53	79 53

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Commerce	79 2	79 2
Customer Company Total	79 2	79 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Commerce	79 0.12	79 0.12
Customer Company Total	79 0.12	79 0.12

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Commerce	79 0	79 0
Customer Company Total	79 0	79 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Commerce	79 0.50	79 0.50
Customer Company Total	79 0.50	79 0.50

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Detail

INC000000340363	Travis Cardwell Metro A Desktop Support	PC/Laptop Julie VanBeekum	Error Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 1.26
INC000000340394	Nadene Adams Metro A Help Desk	Application Liz Evans	Password Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000340665	Ann Skaggs Metro A Desktop Support	Print/Copy/Scan/Fax Julie VanBeekum	Paper Jam Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62
INC000000340703	Travis Cardwell Application Services	Application Martin Gonzalez	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000340718	Milissa Vanderiet Metro A Desktop Support	Print/Copy/Scan/Fax Julie VanBeekum	Incident Commerce	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.36
INC000000340839	Shauna Dewolf Metro A Desktop Support	Print/Copy/Scan/Fax Julie VanBeekum	Paper Jam Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000340865	Dennis Miller Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341261	Mark Steinagel Voice Operations	Telecom Kelly Johnson	Feature Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 0.59
INC000000341280	Carolyn Dennis Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341757	Cheryl Murray Application Services	Application Martin Gonzalez	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.52
INC000000341880	Bowen Call Voice Operations	Telecom Kelly Johnson	Voice Mail Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000342151	Jeff Henrie Application Support	Application Karen Duncan	Error Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000342658	Maria Bishop Rural South Desktop Support	Network Scott Jesienouski	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000342886	Steve Cooley Voice Operations	Telecom Kelly Johnson	Feature Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 1.18
INC000000343399	Darlene Congrove Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000343569	Casey Coleman Metro A Desktop Support	PC/Laptop Edward Fortner	Virus Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.26

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INC000000343778	Maria Bishop Voice Operations	Telecom Romanza Hamblin	Feature Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 2.09
INC000000343832	Clyde Ormond Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000343878	Julie Price Strategic Communications	Print/Copy/Scan/Fax Brian Walls	Incident Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.11
INC000000343997	Sandra Hess Rural South Desktop Support	PC/Laptop Scott Jesienouski	Hardware Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 0.93
INC000000344262	Karen McCall Metro A Desktop Support	Network Edward Fortner	Incident Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.81
INC000000344662	Maria Bishop Rural South Desktop Support	Application Scott Jesienouski	Reporting Commerce	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000344841	Tim Davis Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000345000	Karen McCall Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000345079	Debra Troxel Voice/Data/WAN Services	Telecom Greg Blessing	Hardware Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.70
INC000000345307	Charles H Peterson Metro A Desktop Support	Application Julie VanBeekum	Error Commerce	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
INC000000345410	Dennis Miller Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000345433	Lee Avery Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000345770	Dennis Miller Voice Operations	Telecom Romanza Hamblin	Conference Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.50
INC000000345790	Lynda Randall Metro A Desktop Support	Application Julie VanBeekum	Reporting Commerce	Controlled Substance Database Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.33
INC000000345879	David Thomson Metro A Help Desk	Network Liz Evans	Incident Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346127	Lauree Larson Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.78
INC000000346144	Missie Stoffel Metro A Help Desk	Application Ed Conrad	Error Commerce	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26

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INC000000346217	William Duncan Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346269	Valarie Stewart Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346672	Marvin Sims Capitol Hosting	Application Joe Benson	None Commerce	Controlled Substance Database Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.94
INC000000346731	Julie Price Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Error Code Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000347477	Louise McMillian Metro A Help Desk	Application Ed Conrad	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000348755	Shauna Benvegna-Springer Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000349109	Wayne J Holman Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000349511	Sheyann Poyer Metro A Help Desk	Network Liz Evans	Incident Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000349567	Lynn Hooper Metro A Desktop Support	PC/Laptop Edward Fortner	Hardware Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.83
INC000000349690	Missie Stoffel Metro A Help Desk	PC/Laptop Ed Conrad	Password Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000350384	Ron Slusher Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000350396	Ron Slusher Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000350581	Lynda Randall Help Desk	Application Vicky Marrelli	Password Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000350968	David B Taylor Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351044	Tom Brady Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351396	Mary Ester Allers Metro D Help Desk	Application Doug Brown	Password Commerce	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351412	Kenneth Barton Metro A Desktop Support	Application Julie VanBeekum	Password Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.16

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INC000000351452	Jonathan Stewart	None	None	None		TIR Missed: No	TIR: 0.18
	Application Services	Dustin Crump	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000351567	Julie Bolinder	Application	Error	Proofpoint Email Security		TIR Missed: No	TIR: 0.27
	Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	TTR: 3.19
INC000000352089	Connie Call	None	None	None		TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Tammy Black	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000352381	Ann Skaggs	Network	None	None		TIR Missed: No	TIR: 0.21
	Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: No	TTR: 1.55
INC000000353002	Dave Hermansen	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	TTR: 1.97
INC000000353393	Charles H Peterson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353400	Glen Minson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353402	Jonathan Stewart	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353404	Jonathan Stewart	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353407	Thad Levar	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353525	Darren B Miller	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.08
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR: 1.08
INC000000353554	Tom Brady	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353672	Kent Nelson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354008	Marvin Sims	None	None	None		TIR Missed: No	TIR: 0.14
	Capitol Hosting	Joe Benson	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000354207	Travis Cardwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354318	Darren B Miller	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.26
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.28
INC000000354508	Marvin Sims	None	None	None		TIR Missed: No	TIR: 0.00
	Salt Lake Data Center Operations	Kristi Behunin	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000354570	Ryan S Johnson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354572	Travis Cardwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354631	Glen Minson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354719	Ron Slusher	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354737	Tracy Drage	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR: 1.54
INC000000354739	Marvin Everett	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354744	Travis Cardwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354750	Travis Cardwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354755	Rebekah Conner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354830	Kimberly Jensen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.28
	Voice Operations	Lois Schow	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.59
INC000000355370	Tyler Clawson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000355374	Su Chon	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00